



Product Return and Replacement Policy: Cathflo[®] Activase[®]

Genentech will provide credit or replacement for a product return only if it is authorized and after the actual physical product has been received and identified by Capital Returns, Inc. **Return authorization is required for all returns except those in which credit is provided for expired products.**

Expired, unused/unopened Cathflo product is the only condition applicable for qualification for the Product Return & Replacement Policy.

Returnable Products

Product Returns will be accepted from direct (wholesaler) and non-direct (wholesaler's customers, i.e. pharmacies) accounts under the following conditions:

- Product returned within 2 months prior and 6 months past expiration date
- Product in its original container and bearing its original label

Non-returnable Products

The following products are non-returnable, regardless of expiration date:

- Damaged product
- Wasted product
- Overstock
- Products that had been sold expressly on a nonreturnable basis
- Products obtained illegally or from an unauthorized source
- Products purchased on the "secondary source" market or from a distributor who is not a direct purchasing account with Genentech
- Partially filled vials
- Products with no lot numbers, expiration dates, or with unreadable labels
- Products in their original containers but with prescription labels attached
- Products that Genentech determines, in its sole discretion, is otherwise adulterated, misbranded, or counterfeit

Procedure for Returning Products

Expired Product

- If you would like credit only, no return authorization is required – you may ship the expired product directly to Capital returns at the address provided below.
- If you would like a replacement for your return, please contact Genentech Customer Service at (800) 551-2231 to obtain a return authorization.
- After receiving a return authorization from a Customer Service representative, enclose a copy of the return authorization with the product you are returning.
- Information required for processing all returns includes contact name, phone number and DEA number of sender, product name, expiration date of each item returned. Please

also indicate whether you are requesting credit or replacement; if credit is requested, indicate your wholesaler's name and zip code where applicable.

- Shipping and transportation charges are prepaid by the customer.

Capital Returns' Address

Capital Returns, Inc.
6101 North 64th Street
Milwaukee, WI 53218
Phone: (800) 950-5479

Additional Information

- Genentech (not Capital Returns) will continue to process credits.
- All products returned, including unauthorized returns, will be destroyed.
- Customers are liable for the product until Capital Returns or Genentech identifies it as an appropriate product return, which may be up to ten business days after receiving the product.